

Enterprise Incident Report February 2012

As of 3/1/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
AGRC	Capitol Desktop Support	Brian Bintz	Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Assigned to Individual Total		2 0	2 0
	Capitol Hosting	Matt Dunlap	None	1 0	1 0
			Product Total	1 0	1 0
		Patrick Funk	None	2 0	2 0
			Product Total	2 0	2 0
		Assigned to Individual Total		3 0	3 0
	Help Desk	Brenda Treadway	Novell GroupWise	1 1	1 1
			Utah Master Directory	1 1	1 1

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				Low	FCR Total	
AGRC	Help Desk	Brenda Treadway	Product Total	2 2	2 2	
		Eileen Dubach	BlackBerry Configuration	1 1	1 1	
			Product Total	1 1	1 1	
		Assigned to Individual Total		3 3	3 3	
		Internal Application Development and Support	Beth Hendricks	Action Request System	1 0	1 0
				Product Total	1 0	1 0
	John Bracken		Changepoint	1 0	1 0	
			Product Total	1 0	1 0	
	Assigned to Individual Total		2 0	2 0		
	Customer Company Total			10 3	10 3	
	Customer Company Total				10 3	10 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
AGRC	Capitol Desktop Support	Brian Bintz	Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Assigned to Individual Total		2 0	2 0
	Capitol Hosting	Matt Dunlap	None	1 1	1 1
			Product Total	1 1	1 1
		Patrick Funk	None	2 1	2 1
			Product Total	2 1	2 1
		Assigned to Individual Total		3 2	3 2
	Help Desk	Brenda Treadway	Novell GroupWise	1 0	1 0
			Utah Master Directory	1 0	1 0

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				Low	MIR Total
AGRC	Help Desk	Brenda Treadway	Product Total	20	20
		Eileen Dubach	BlackBerry Configuration	10	10
			Product Total	10	10
		Assigned to Individual Total		30	30
	Internal Application Development and Support	Beth Hendricks	Action Request System	10	10
			Product Total	10	10
		John Bracken	Changepoint	10	10
			Product Total	10	10
		Assigned to Individual Total		20	20
	Customer Company Total			102	102
Customer Company Total				102	102

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
AGRC	Capitol Desktop Support	Brian Bintz	Novell Client for 32-bit Windows	1 0.06	1 0.06
			Novell GroupWise	1 0.17	1 0.17
			Product Total	2 0.11	2 0.11
		Assigned to Individual Total		2 0.11	2 0.11
	Capitol Hosting	Matt Dunlap	None	1 2.39	1 2.39
			Product Total	1 2.39	1 2.39
		Patrick Funk	None	2 0.61	2 0.61
			Product Total	2 0.61	2 0.61
		Assigned to Individual Total		3 1.20	3 1.20
	Help Desk	Brenda Treadway	Novell GroupWise	1 0.00	1 0.00
			Utah Master Directory	1 0.19	1 0.19

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				Low	ATTIR Total
AGRC	Help Desk	Brenda Treadway	Product Total	2 0.09	2 0.09
		Eileen Dubach	BlackBerry Configuration	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		3 0.06	3 0.06
	Internal Application Development and Support	Beth Hendricks	Action Request System	1 0.12	1 0.12
			Product Total	1 0.12	1 0.12
		John Bracken	Changepoint	1 0.17	1 0.17
			Product Total	1 0.17	1 0.17
		Assigned to Individual Total		2 0.15	2 0.15
	Assigned Group Total			10 0.43	10 0.43
Customer Company Total				10 0.43	10 0.43

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
AGRC	Capitol Desktop Support	Brian Bintz	Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Assigned to Individual Total		2 0	2 0
	Capitol Hosting	Matt Dunlap	None	1 1	1 1
			Product Total	1 1	1 1
		Patrick Funk	None	2 0	2 0
			Product Total	2 0	2 0
		Assigned to Individual Total		3 1	3 1
	Help Desk	Brenda Treadway	Novell GroupWise	1 0	1 0
			Utah Master Directory	1 0	1 0

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				Low	MR Total
AGRC	Help Desk	Brenda Treadway	Product Total	20	20
		Eileen Dubach	BlackBerry Configuration	10	10
			Product Total	10	10
		Assigned to Individual Total		30	30
	Internal Application Development and Support	Beth Hendricks	Action Request System	10	10
			Product Total	10	10
		John Bracken	Changepoint	10	10
			Product Total	10	10
		Assigned to Individual Total		20	20
	Assigned Group Total			101	101
Customer Company Total				101	101

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
AGRC	Capitol Desktop Support	Brian Bintz	Novell Client for 32-bit Windows	1 0.50	1 0.50
			Novell GroupWise	1 3.01	1 3.01
			Product Total	2 1.76	2 1.76
		Assigned to Individual Total		2 1.76	2 1.76
	Capitol Hosting	Matt Dunlap	None	1 200.39	1 200.39
			Product Total	1 200.39	1 200.39
		Patrick Funk	None	2 0.98	2 0.98
			Product Total	2 0.98	2 0.98
		Assigned to Individual Total		3 67.45	3 67.45
	Help Desk	Brenda Treadway	Novell GroupWise	1 0.00	1 0.00
			Utah Master Directory	1 0.19	1 0.19

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				Low	ATTR Total
AGRC	Help Desk	Brenda Treadway	Product Total	2 0.09	2 0.09
		Eileen Dubach	BlackBerry Configuration	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total			3 0.06
	Internal Application Development and Support	Beth Hendricks	Action Request System	1 0.44	1 0.44
			Product Total	1 0.44	1 0.44
		John Bracken	Changepoint	1 0.17	1 0.17
			Product Total	1 0.17	1 0.17
		Assigned to Individual Total			2 0.30
	Assigned Group Total			10 20.66	10 20.66
Customer Company Total				10 20.66	10 20.66

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Detail

INC000000451851	Scott T Davis	None	None	None		TIR Missed: Yes	2.39
Capitol Hosting		Matt Dunlap	AGRC	Low	Resolved	TTR Missed: Yes	200.39
INC000000454331	David Buell	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.00
Help Desk		Eileen Dubach	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000458632	Michael Foulger	Application	Error	Action Request System		TIR Missed: No	0.12
Internal Application Development at	Beth Hendricks		AGRC	Low	Closed	TTR Missed: No	0.44
INC000000460395	Jessica Pechmann	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Brenda Treadway	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000461804	Steven Gourley	Server	None	None		TIR Missed: No	0.22
Capitol Hosting		Patrick Funk	AGRC	Low	Closed	TTR Missed: No	0.22
INC000000467328	Matt Peters	Network	None	None		TIR Missed: Yes	1.00
Capitol Hosting		Patrick Funk	AGRC	Low	Resolved	TTR Missed: No	1.73
INC000000468440	Sheldon Baumgartner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.06
Capitol Desktop Support		Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.50
INC000000468587	Mike Heagin	Application	Password	Novell GroupWise		TIR Missed: No	0.17
Capitol Desktop Support		Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	3.01
INC000000468734	Mike Heagin	Application	Password	Utah Master Directory		TIR Missed: No	0.19
Help Desk		Brenda Treadway	AGRC	Low	Resolved	TTR Missed: No	0.19
INC000000469251	Sheldon Baumgartner	Application	Password	Changepoint		TIR Missed: No	0.17
Internal Application Development at	John Bracken		AGRC	Low	Resolved	TTR Missed: No	0.17